

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-96. (Canceled)

97. (Currently amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of ~~an enterprise a~~ communications network to command and control the customer's switched communications connections within the network over the public Internet and to view results of any changes in the customer's connections over the public Internet, the system comprising:

a web-based delivery system that delivers to the customer an object oriented protocol that encrypts interactive communications between the system and the customer over the public Internet, where the protocol is configured to be invoked within a web browser executed by a workstation associated with the customer, and where the ~~object oriented~~ protocol supports encryption, customer identification, authentication and ~~network~~ entitlements;

at least one secure web server that manages secure customer sessions over the public Internet, the at least one secure web server providing session management for the customer, the session management including customer identification, validation, entitlements and encryption; and

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, ~~the dispatch server providing~~ provides verification of system access and verification of the customer's entitlements, and ~~proxy generation for the system resources after the customer's entitlements have been verified~~ forwards messages to a proxy associated with a desired service;

the plurality of system resources including a network manager which manages routing of the customer's traffic over the communications network, and a ~~view~~ graphical user interface application to review network traffic, the network manager and the ~~view~~ graphical user interface application responsive to ~~proxy requests~~ messages from the dispatch server, where the network manager and the ~~view~~ graphical user interface application command and control ~~switched voice traffic resources and switched data traffic resources~~ circuit networks provided by the ~~enterprise~~ communications network to the customer.

98. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the switched ~~voice traffic resources~~ circuit networks include ~~switched~~ toll free voice ~~traffic resources~~ networks and the network manager includes a toll free network manager application responsive to ~~proxy requests~~ messages from ~~said~~ the dispatch server to enable the customer to command and control routing of ~~switched~~ toll free voice traffic.

99. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the switched ~~voice traffic~~

~~resources~~ circuit networks include ~~switched call center voice traffic resources~~ centers and the network manager includes a call manager application responsive to ~~proxy requests~~ messages from the dispatch server to enable the customer to command and control routing of ~~switched~~ voice traffic between call centers.

100. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the network manager includes an outbound network manager responsive to ~~proxy requests~~ messages from the dispatch server to enable the customer to command and control ~~switched toll traffic~~ priced calls.

101. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the ~~view~~ graphical user interface application includes a reporter responsive to ~~proxy requests~~ messages from the dispatch server to enable the customer to generate reports on ~~switched~~ voice communications in the network.

102. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter for generating reports on the switched voice communications in the network includes ~~a real time reporter~~ event monitor system for generating reports on network traffic in near real time.

103. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter for generating reports on the ~~switched~~ voice communications in the network includes ~~a real time reporter~~ an event monitor system for generating reports on outbound network traffic in near real time.

104. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter for generating reports on the ~~switched~~ voice communications in the network includes a reporter for generating history reports on the ~~switched~~ voice communications occurring during ~~preselected~~ selected periods of time.

105. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter for generating reports on the ~~switched~~ voice communications in the network includes a report manager application for enabling a customer to generate reports for a plurality of switched voice communication applications and an ~~in-box manager application~~ inbox system for communicating the reports to the customer.

106. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter for generating reports on the ~~switched~~ voice communications in the network includes a

~~priced-call application~~ an electronic billing system for enabling a customer to generate priced reports and invoices for a plurality of ~~switched~~ voice communication applications.

107. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the customer's ~~switched~~ communications connections includes ~~switched~~ data traffic connections and the ~~view~~ graphical user interface application ~~includes a broadband view application for generating~~ generates reports on data relating to ~~switched~~ data traffic.

108. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an ~~in-box application~~ inbox system for storing and forwarding reports to the customer on data relating to the customer's ~~switched~~ voice and data traffic.

109. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an event monitor ~~application~~ system for storing and forwarding alarms generated with respect to the customer's traffic over the communications network.

110. (Currently amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of ~~an enterprise~~ a communications network to modify the customer's ~~switched~~ voice communications connections within the network over the public Internet and to monitor results in near

real time over the public Internet, the system comprising:

a web-based delivery system that delivers to the customer an object oriented protocol that encrypts interactive communications between the system and the customer over the public Internet, where the protocol is configured to be invoked within a web browser executed by a workstation associated with the customer, and where the protocol supports customer identification, authentication and network entitlements;

at least one secure web server that manages secure customer sessions over the public Internet, the at least one secure web server providing session management for the customer, the session management including customer identification, validation, entitlements and encryption; and

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, the dispatch server ~~providing~~ provides verification of system access and verification of the customer's entitlements, and ~~proxy generation for the interactive communications after the customer's entitlements have been verified~~ forwards messages to a proxy associated with a desired service; and

the plurality of system resources including a toll free network manager which manages routing of the customer's toll free voice traffic over the communications network, and a real time monitor which provides near real time monitoring of network traffic, where the toll free network manager and the real time monitor respond to ~~proxy requests~~ messages from the dispatch server and manage the communications network resources provided by the ~~enterprise~~ communications network to the customer in near real time.

111. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system further includes ~~a single~~ an order entry application ~~as one of the plurality of system resources,~~ ~~where the order entry application~~ that enables a customer to identify and authenticate a plurality of users with distinct toll free call manager entitlements, and to modify the entitlements from a single point of customer identification and authentication.

112. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 111, where the system further comprises an ~~E-Billing application~~ an electronic billing system which enables electronic business transactions to pay for the services, where the order entry application and ~~E-Billing applications~~ the electronic billing system are responsive to ~~proxy requests~~ messages from the dispatch server to enable the customer to manage and pay for the communications network services provided by the ~~enterprise~~ communications network.

113. (Currently amended) The integrated and secure system for conducting business over the public Internet claimed in claim 110, where the system further includes ~~a client view~~ an application for generating historical reports of data relating to calls on the communications network.

114. (Currently amended) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system ~~enables~~ includes an online invoicing ~~invoice generation~~ and electronic payment system for ~~pre-~~

~~selected~~ selected calls over the public Internet in response to a request from the customer.

115. (Currently amended) An integrated and secure method for conducting business over the public Internet by enabling a customer of ~~an enterprise~~ a communications network to command and control the customer's ~~switched~~ communications connections within the network over the public Internet and to view results of any changes in the customer's connections over the public Internet, the method comprising:

encrypting interactive communications with the customer over the public Internet through an object oriented protocol, the protocol invoked within a web browser executed by a workstation associated with the customer, where the protocol supports encryption, customer identification, authentication and network entitlements;

managing secure customer sessions over the public Internet by at least one secure server, the at least one secure server providing session management for the customer, the session management including customer identification, validation, entitlements and encryption;

communicating with the at least one secure server and a plurality of system resources through at least one dispatch server, the at least one dispatch server providing verification of system access and verification of the customer's entitlements and ~~proxy generation for the system resources after the customer's entitlements have been verified~~ forwarding messages to a proxy associated with a desired service, where the plurality of system resources include a network manager and a ~~view~~ graphical user interface application;

managing routing of the customer's switched voice traffic and switched data traffic over the communications network with the network manager; and

providing the ~~view~~ graphical user interface application to review network traffic;

where the network manager and the ~~view~~ graphical user interface application are responsive to ~~proxy requests~~ messages from the dispatch server and enable the customer to command and control the communications network resources provided by the ~~enterprise~~ communications network to the customer.